



**Washington State  
Department of Transportation**

# Community Engagement Plan



DRAFT for Public Review and Comment May 2015



## Foreword

The Washington State Department of Transportation is proud to present its draft Community Engagement Plan, consistent with the agency's strategic plan, *Results WSDOT: Moving Washington Forward*.

Goal 5 of Results WSDOT lays out the agency's community engagement goal, priority outcomes, and strategies for achieving the outcomes. This draft plan uses Results WSDOT as a framework, provides high-level guidance for community engagement efforts, and enhances agency accountability and transparency. It focuses on outcomes and useable guidance rather than process, and it was modeled using a variety of good examples from other states and agencies.

This plan covers WSDOT's activities from "stem-to-stern," and moves WSDOT toward a best-in-class community engagement process while meeting federal expectations. It will be implemented immediately, and evaluated for effectiveness. An update to this plan is scheduled to be completed in 2016. Highlights of the update will include a stratified approach to engagement to right-size engagement efforts for different efforts.

We welcome comments and feedback, which will be incorporated into the final version.

### **Results WSDOT Goals:**

[www.wsdot.wa.gov/Secretary/ResultsWSDOT.htm](http://www.wsdot.wa.gov/Secretary/ResultsWSDOT.htm)



#### **Strategic Investments:**

Effectively manage system assets and multimodal investments on corridors to enhance economic vitality



#### **Modal Integration:**

Optimize existing system capacity through better interconnectivity of all transportation modes



#### **Environmental Stewardship:**

Promote sustainable practices to reduce greenhouse gas emissions and protect natural habitat and water quality



#### **Organizational Strength:**

Support a culture of multi-disciplinary teams, innovation, and people development through training, continuous improvement, and Lean efforts



#### **Community Engagement:**

Strengthen partnerships to increase credibility, drive priorities, and inform decision making



#### **Smart Technology:**

Improve information system efficiency to users and enhance service delivery by expanding the use of technology



# Community Engagement Plan

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## **INTRODUCTION**

The Washington State Department of Transportation's strategic plan for 2014 to 2017, Results WSDOT – Moving Washington Forward, emphasizes greater community involvement and partnerships, agency efficiency and innovation, and a multimodal approach to our transportation system. Consistent with the Community Engagement Goal of Results WSDOT, this Community Engagement Plan lays the groundwork for WSDOT to strengthen partnerships to increase credibility, drive priorities and inform decision making.

The Community Engagement Plan will guide how the agency engages with partners, stakeholders, tribes, and communities for all WSDOT efforts “stem-to-stern” from the earliest planning through project and service delivery continuing into maintenance and operations. Strategies contained in this plan can be implemented immediately to increase consent on decisions, enhance understanding, and improve public access to information and decision making. This plan provides a broad policy framework and principles to guide engagement efforts agency-wide. It is not intended to replace other guidance, communications plans or reference materials. It serves as a WSDOT policy document that guides development and implementation of more specific engagement plans and guidance. A sample of other WSDOT engagement plans and guidance is provided in [Appendix A](#).

WSDOT invites the participation of local governments, tribes, regional organizations including Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Organizations (RTPOs), community groups, affected citizens and the traveling public in the decision making process. WSDOT also participates in these partners' processes where possible and appropriate.

This Community Engagement Plan documents WSDOT's development and use of a public involvement process consistent with federal requirements and is subject to public review and comment for at least 45 days. Special emphasis is given to collecting input from populations traditionally underserved in transportation decision making

This plan will be revised and updated as appropriate to meet ongoing needs to strengthen partnerships. WSDOT is dedicated to reviewing and improving our processes, and this plan will be updated as feedback is received. Significant updates will also be subject to a 45 day public review and comment period. Comments will be considered and documented.

*This Community Engagement Plan guides WSDOT to ensure that all voices are heard, emphasizing the fair and meaningful involvement of all people including minority and low-income populations.*



The following sections introduce WSDOT's Strategic Plan, Results WSDOT.

### **WSDOT's Vision**

The Washington State Department of Transportation's vision is to be the best in providing a sustainable and integrated multimodal transportation system.

### **WSDOT's Mission**

The Washington State Department of Transportation provides and supports safe, reliable and cost-effective transportation options to improve livable communities and economic vitality for people and businesses.

### **Results WSDOT – Our Strategic Plan**

Results WSDOT, the agency's strategic plan for 2014 – 2017, provides the vision, mission, values, goals, priority outcomes and strategies to guide the work of the agency.

A Results WSDOT Strategic Plan Brochure is available online:

<http://www.wsdot.wa.gov/Secretary/ResultsWSDOT.htm>.

## **WSDOT'S VISION**

The Washington State Department of Transportation's vision is to be the best in providing a sustainable and integrated multimodal transportation system.

## **WSDOT'S MISSION**

The Washington State Department of Transportation provides and supports safe, reliable and cost-effective transportation options to improve livable communities and economic vitality for people and businesses.

## **WSDOT'S VALUES**

### **SAFETY**

Promote the safety of the public and employees at all times

### **INCLUSION**

Ensure a wide array of perspectives, disciplines and backgrounds are represented in our outreach, decision making and workforce

### **INNOVATION**

Foster an environment of trust that encourages creativity, finding solutions for challenges and leveraging opportunities

### **INTEGRITY**

Build trust with each other and our communities by being ethical, accountable, responsive and honest

### **LEADERSHIP**

Inspire, motivate and support to give each other the confidence to do great things

### **SUSTAINABILITY**

Make decisions and take actions that promote the conservation of resources for future generations by focusing on the balance of economic, environmental and community needs

## How is Results WSDOT different?

- Results WSDOT represents a shift in the way we do business to get the most capacity of the entire multimodal transportation system, leverage our limited funding and engage with communities and partners.
- It places more emphasis on working across all modes. These improvements are designed to enhance our operations.
- They ensure that we meet our mission to provide and support safe, reliable, and cost-effective transportation options to improve livable communities and economic vitality for people and businesses.

## Community Engagement Policy

Goal 5 of the agency's strategic plan, [Results WSDOT](#), directs WSDOT to "Strengthen partnerships to increase credibility, drive priorities and inform decision making." It is WSDOT's policy to have a "best in class" process for engaging with governments, stakeholders, and the public from the earliest stages of planning through design and construction and continuing through operations and maintenance.

## Community Engagement Guiding Principles

In February 2015 Secretary Lynn Peterson announced WSDOT's Guiding Principles for Community Engagement. "Community engagement is a role we all share, and these principles should be used by all WSDOT staff to guide our engagement and outreach efforts."

WSDOT will (in no particular order):

### Connect and engage

Become active members of communities and go to the places they gather. Take advantage of opportunities to work with community members, volunteers and leaders and find out their priorities and perspectives. Reach out to interested parties that cannot attend meetings and receive their feedback. Seek out voices not traditionally heard, including people who are traditionally unable to participate due to age, disability, income or national origin.

### Listen and Act

Focus on hearing what people are sharing before responding. Confirm that the intended message is understood. We receive and act on feedback.

### Facilitate communications

Help groups listen to each other and explore new ideas. Solicit input by encouraging everyone to speak up. Check in with the group as a whole, as well as with individual participants, to gauge their comfort levels.

### Help each other succeed

Share resources and information with the various WSDOT regions, divisions, and offices to achieve success. Be aware that success is defined in different terms and outcomes. Be creative in defining work teams and understand how team members define success.



#### GOAL 5 COMMUNITY ENGAGEMENT



*Strengthen partnerships to increase credibility, drive priorities and inform decision making*

##### GOAL 5 PRIORITY OUTCOMES:

Increase consent on decisions made by WSDOT, communities, stakeholders and the Legislature based on a shared understanding of needs and opportunities.

Improve the understanding of transportation expenditures and investments and respective benefits (outcomes).

Improve public access to information and decision making so that WSDOT is recognized as the most credible source for information.

##### EXTERNAL CONSULTATIONS STRATEGY:

Develop and institutionalize an early and ongoing consultation process with external stakeholders for WSDOT activities, including project selection and modal integration considerations.

◦ **PLANNING PARTNERS STRATEGY:** Consistently engage with Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Organizations (RTPOs), tribes, other regional planning entities and other stakeholders during their planning processes (project development plans, long range plans, funding plans, etc.) during the next plan update cycle (2014-2016), or when initiated by MPOs, RTPOs, tribes, etc.

◦ **PROJECT PARTNERSHIPS STRATEGY:** Build community relationships to reduce project costs through local partnerships and taking opportunities to combine projects with different funding sources.

**Maximize creativity and innovation**

Seek out and use successful community engagement tools and techniques when conducting outreach. Prevent requirements from being the only focus of outreach.

**Blend diverse inputs**

Be sensitive to commenters' perspectives when receiving input. Understand that how we evaluate and respond to comments from governments, stakeholders and the public is critical, especially if there are opposing viewpoints. Consider the commenter's perspective when reviewing comments. Remember that all comments are considered, even if they are not directly incorporated.

**Provide access to the process and foster inclusiveness**

Rely on effective one-way and two-way communication throughout the process. Strive for transparent conversations that include diverse people, opinions, ideas, and information. Remember that what works for one process or group may not be as effective for others.

**Be a wise steward of the public's money**

Be mindful of the use of everyone's time and money while ensuring adequate time and funding for community involvement in planning and project development. Achieve effective two-way engagement without exceeding limited budgets.

**Consider the needs of the multimodal system**

There are a variety of ways to move people and goods on Washington's transportation system. Consider all modes and offer choices and opportunities. Do not focus on just the goals of individual modes.

**Be clear and open about the process**

Inform and involve users of the transportation system in planning, construction, maintenance and stewardship of the transportation system. Encourage input at decision points, and involve interested parties throughout the process. Continue to exhibit a high level of integrity.

**Involve communities**

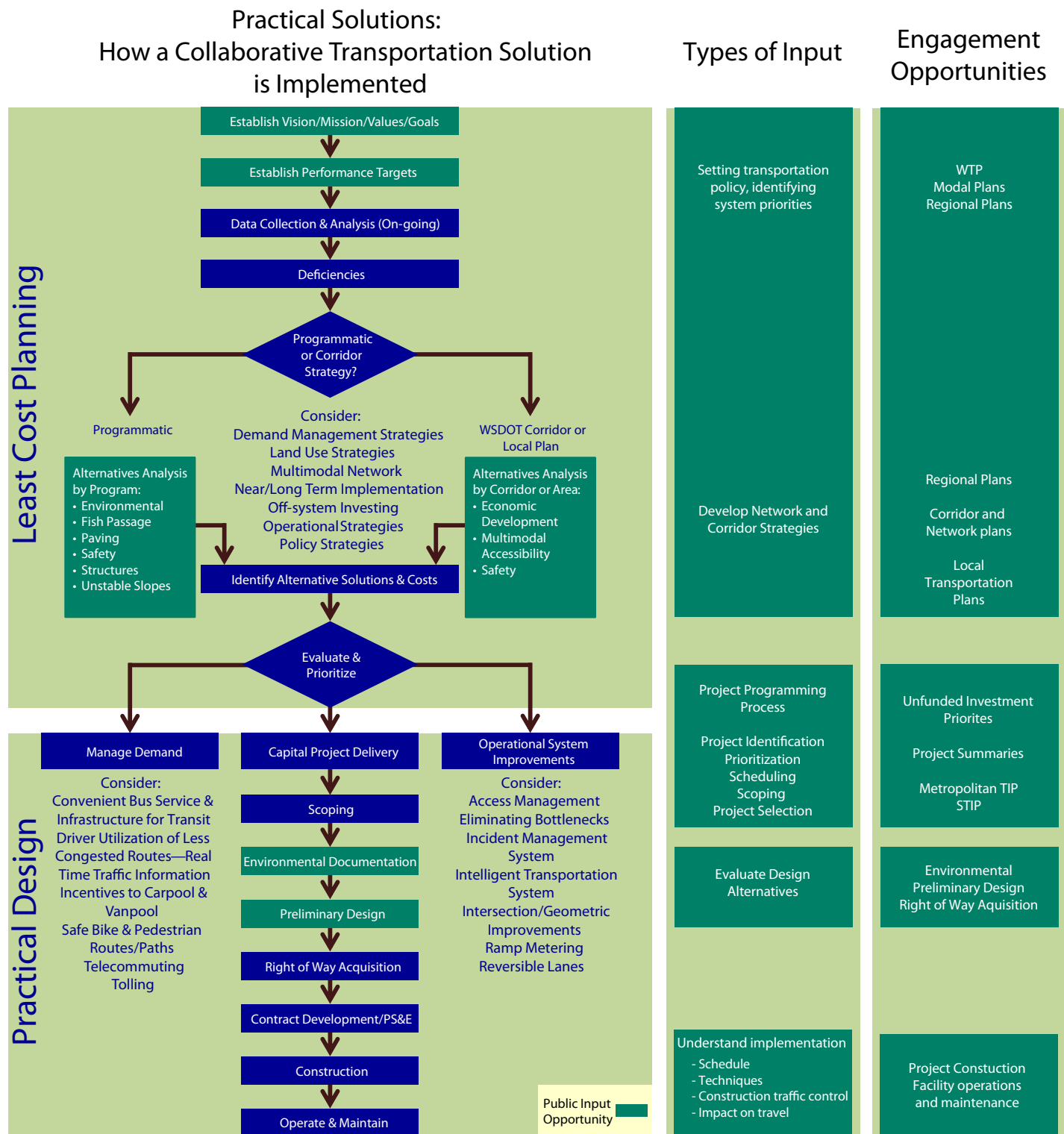
Engage governments, stakeholders, and the public early and continuously in our decision making process to lay the groundwork for success. Discuss what success means to WSDOT and then jointly define what success means to the community.

*WSDOT's maintains government-to-government relations with 35 federally recognized Tribes. Twenty-nine Tribes are located within Washington and an additional six Tribes are located outside of the state, but who have interests, traditional territory or treaty rights within the state. WSDOT is committing to consulting with Tribes on issues that affect their interests. Government-to-Government consultation occurs independent of the public involvement process. We have a number of policies that guide employees on how and when to consult with Tribes. These include our [Centennial Accord Plan](#), [WSDOT's Secretary's Executive Order on Tribal Consultation](#), [Consultation and Communication Protocols for Statewide and Policy Issues](#) and [Model Consultation Process for the National Environmental Policy Act \(NEPA\)](#). All of these policies are available online at [www.wsdot.wa.gov/tribal](http://www.wsdot.wa.gov/tribal)*



The diagram below is a simple illustration that shows how WSDOT implements a collaborative process to develop Practical Solutions for transportation problems. It also shows engagement opportunities and types of input sought during the process. Each phase of this process has an individual engagement plan that outlines specific opportunities to engage at key decision points.

Engagement opportunities are shared: on WSDOT website and social media, through email distribution, by local media (in multiple languages), at local events, or by special request by contacting WSDOT by phone, email, fax, or postal letter.





## **ENGAGING COMMUNITIES**

Community Engagement is a key part of WSDOT's strategy for moving Washington forward. The agency's Strategic Plan, Results WSDOT, lays out the agency's Community Engagement goal, along with priority outcomes and strategies for achieving the outcomes. This Engaging Communities section follows the format of Results WSDOT to highlight how the agency's Community Engagement approach implements the strategies of Results WSDOT.

### **Goal 5 Community Engagement**

#### **Priority Outcomes**

Increase consent on decisions made by WSDOT, communities, stakeholders and the Legislature based on a shared understanding of needs and opportunities.

Improve the understanding of transportation expenditures and investments and respective benefits (outcomes).

Improve public access to information and decision making so that WSDOT is recognized as the most credible source of information.

#### **Strategies**

**External Communications Strategy:** Develop and institutionalize an early and ongoing consultation process with external stakeholders for WSDOT activities, including project selection and modal integration considerations

**Planning Partners Strategy:** Consistently engage with Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Organizations (RTPOs), tribes, other regional planning entities and other stakeholders during their planning processes (project development plans, long range plans, funding plans, etc.) during the next plan update cycle (2014-2016), or when initiated by MPOs, RTPOs, tribes, etc.

**Project Partnerships Strategy:** Build community relationships to reduce project costs through local partnerships and taking opportunities to combine projects with different funding sources.

### **External Communications Strategy**

*Develop and institutionalize an early and ongoing consultation process with external stakeholders for WSDOT activities, including project selection and modal integration considerations*

WSDOT seeks early and ongoing input from those impacted by agency decisions. The department conducts community engagement in a manner to ensure accountability, continuous communication,

consistency, ethics and integrity. Consideration of external stakeholders will be implemented at the earliest planning stages and will continue throughout the project delivery process. Specific communication strategies are identified early in the process for engaging minority and low-income populations in a meaningful way. This engagement facilitates information sharing between partners, agencies, and stakeholders; assures that WSDOT information is relevant, timely, and credible; and builds trust. Transportation efforts can vary greatly in the length of time required for planning, design and construction and in the level of consultation appropriate.

WSDOT strategies for communicating with external stakeholders include, but are not limited to:

- Providing opportunities for external stakeholders to help shape the future of the state's transportation vision, strategy, and infrastructure by involving them early, consistently, and continuously.
- Developing ongoing partnerships with stakeholders, local agencies, communities, organizations, Tribes and businesses to provide an integrated, comprehensive, multimodal approach to transportation decision making.
- Providing timely information, at appropriate decision points, that is easy to understand and accessible by affected populations.
- Integrating community needs, values, and input into the decision making process.
- Working with traditionally underserved stakeholders to consider their transportation desires and needs.
- Consistently working to build trust with external stakeholders.
- Providing for periodic review of the effectiveness of community engagement strategies.
- Ensuring full and open access to revisions of the community engagement process.
- Defining what actions the department is proposing, what expected costs will be, and sharing what the expected outcome of the action will be.
- Explaining actions in plain talk that can be understood by the widest possible audience.
- Developing engagement plans for major projects and plans that describe engagement and consultation opportunities relative to project milestones.
- Sharing appropriate information with appropriate partners at the appropriate time.
- Identifying pre-existing meetings of interested groups and sharing appropriate information.
- Ensuring full and open access to revisions of the community engagement process.
- Ensuring that public meetings are held at convenient and accessible locations and times.
- Using visualization techniques.

*WSDOT takes steps to ensure that all voices are heard, including those traditionally underserved by the transportation decision making process*

## **How does WSDOT Encourage Participation?**

The following are examples of methods WSDOT will use.

### **Public meetings/workshops**

WSDOT requests that discussions are included on meeting agendas of community-based organizations, agencies and stakeholder groups such as the Washington State Transportation Commission, MPOs, RTPOs, community cultural events, business associations, and other agencies and organizations with a transportation focus.

If additional meetings are necessary, WSDOT may set up public meetings to discuss specific efforts such as the Long-Range Statewide Transportation Plan or the STIP. These meetings will be held at low-or-no cost, accessible facilities and will be scheduled at reasonable times to facilitate public participation.

### **Visualization techniques**

To the extent practicable, WSDOT will employ visualization techniques, which may include:

- Maps
- Charts
- Graphs
- Web content
- Slide shows
- Artist's renderings
- Animation
- Videos

### **Polls/surveys**

When appropriate, polls including telephone polls, electronic surveys through the internet or email, or hard-copy printed surveys distributed at meetings or by mail are used for outreach activities. Web based surveys may be employed, including those through the Washington Transportation Commission's "Voice of Washington State" survey and those created using the SurveyMonkey tool. These surveys allow community members to provide input at a time and location of their choosing. Surveys may be sent to established email lists such as those for local agencies, RTPOs, MPOs, WITPAC, TTPO, tribal planners, and state agencies.

In addition to using these existing lists, WSDOT has a Statewide Planning Email/Text update list on WSDOT's homepage at: [www.wsdot.wa.gov/](http://www.wsdot.wa.gov/). Those who do not have internet access can call or write the Multimodal Planning Division at P.O. Box 47370, Olympia, WA 98504.

### **Public involvement materials**

To minimize expense, WSDOT will attempt to minimize the use of printed materials. Where necessary, printed materials should be presented in reader-friendly format and should use visualization techniques as much as possible. WSDOT tries to provide timely information about transportation issues and decision making processes simply, efficiently, concisely and correctly. Examples of materials used for public involvement include:

- Flyers
- Brochures
- Visualizations

- Maps
- Drawings
- Photographs
- Presentations
- Fact sheets
- Charts and Graphs
- Newsletters
- Websites

## **Publications**

Documents are published on the WSDOT website and emails are sent to distribution lists when materials are published. For those lacking internet access, hard copies can be requested from the Multimodal Planning Division.

## **Targeted mailings, flyers, and email**

Letters and/or postcards announcing input opportunities may be sent to targeted audiences encouraging them to comment. Flyers may be developed and delivered to community organizations announcing updates.

## **Working with local media**

During the community engagement process, meetings may be held at various locations throughout the state. When locations have been chosen, local and non-english speaking media will be notified. Some ways that WSDOT may notify local media:

- News release(s)
- Purchased advertising
- Written commentary pieces
- Display advertising
- Public service announcements
- Agency spokesman on public access or cable television programming
- Neighborhood or regional publications/newsletters
- Non-English publications in areas with LEP populations

## **Electronic access to information**

To the extent practicable, WSDOT will provide materials electronically to the widest possible audience. To achieve this, materials will be posted on the WSDOT Planning website and sent out by email. Materials may also be sent or posted to social media sites. WSDOT has an FTP site that can be used to transfer large files and a SharePoint site that can be used to accept comments.

## **Public notifications**

Public notification may be through:

- Notices on the web
- Email
- Newsletters
- Announcements at public meetings
- Advertisements
- Local media
- Libraries



- Local groups
- Services for underserved populations
- Flyers
- Exhibits
- Twitter, Facebook, and the WSDOT Blog

### **How will WSDOT consider and respond to public comment?**

Public comment is an integral part of WSDOT's decision making process. WSDOT reviews, documents and considers all comments. Responses are made where reasonable and appropriate.



## Planning Partners

*Consistently engage with Metropolitan Planning Organizations (MPOs), Regional Transportation Planning Organizations (RTPOs), tribes, other regional planning entities and other stakeholders during their planning processes (project development plans, long range plans, funding plans, etc.) during the next plan update cycle (2014-2016), or when initiated by MPOs, RTPOs, tribes, etc.*

WSDOT actively engages with planning partners during their planning processes, and invites them to engage in ours. Opportunities to participate in planning processes include MPO transportation plans, RTPO transportation plans, tribal transportation plans, local comprehensive plans, federal lands transportation plans, and others. This strategy allows WSDOT to share information about our processes and decision making which increases credibility and strengthens public confidence. WSDOT develops, and encourages our planning partners to develop, specific strategies for engaging minority and low-income populations in a meaningful way. WSDOT engages with MPOs, RTPOs, tribes and other planning entities and stakeholders to improve understanding in the following ways:

- Actively participating in WSDOT/MPO/RTPO Coordinating Committee meetings.
- Actively participating in MPO technical advisory and policy board meetings.
- Actively participating in RTPO technical advisory and policy board meetings.
- Actively participating in meetings of the Tribal Transportation Planning Organization (TTPO) and Washington Indian Transportation Policy Advisory Committee (WITPAC).
- Participation in the metropolitan planning processes at MPOs, including providing technical assistance and review of metropolitan transportation improvement programs (MTIPs).
- Participation in the metropolitan transportation plan (MTP).
- Participation in the regional transportation planning processes at RTPOs, including review and approval of regional transportation improvement programs (RTIPs).
- Participation and approval of regional transportation plans (RTPs).
- Participation in city and county comprehensive planning efforts.
- Being available to answer questions, provide technical assistance and provide review and comment on our partners' planning processes.
- WSDOT modal offices engage as requested and appropriate on federal, state, metropolitan, regional, tribal and local government plans.

## Project Partnerships

*Build community relationships to reduce project costs through local partnerships and taking opportunities to combine projects with different funding sources.*

Building community relationships to reflect community priorities and to be the best possible stewards of public resource is an essential part of WSDOT's Community Engagement efforts. Building these community relationships helps increase consent on decisions based on a shared understanding of needs and opportunities. By building these relationships, WSDOT increases

awareness both internally and externally about potential opportunities to combine projects to maximize efficiency, effectiveness and cost-savings. Building partnerships can reduce project costs for all parties, streamline transportation processes, and increase effective use of transportation resources. WSDOT makes specific efforts to build relationships with minority and low-income populations. WSDOT builds community relationships by:

- Actively participating in community group meetings.
- Seeking out and embracing local partnership opportunities.
- Ensuring that all voices are heard, including those traditionally underserved by the transportation decision making process.
- Inviting partners to participate early in WSDOT's decision making process, and continuously as the process advances to identify partnership opportunities.
- Proactively engaging in partners' process as early as possible.
- Working with existing partners consistently throughout the process.
- Identifying opportunities to share data or collaborate on data collection.
- Providing technical assistance between partners.
- Communicating experiences, best-practices, and lessons learned.
- Being an active partner in metropolitan, regional, tribal and other planning processes.
- Providing communities access to information about transportation decision making.
- Identifying populations traditionally underserved by the transportation decision making process and building relationships to share information and identify potential partnership opportunities.

*WSDOT takes steps to assure that no person shall be excluded from participation in, be denied the benefits of, or be otherwise subject to discrimination under any program or activity on the grounds of race, color, or national origin.*



## **COMMUNITY ENGAGEMENT DURING DEVELOPMENT OF TRANSPORTATION PLANNING DOCUMENTS**

Federal rule (see [Appendix B](#)) requires the Community Engagement Plan to document the state's public involvement process for statewide planning. The Washington State Department of Transportation will use the following documented public involvement process for statewide planning, providing opportunities for public review and comment at key decision points. WSDOT will develop more detailed community engagement plans for major planning efforts including the statewide long-range transportation plan.

During development of these more detailed engagement plans, specific strategies will be employed for engaging minority and low-income populations. These strategies include demographic analyses to identify affected minority and low-income populations. WSDOT demographic analyses include an analysis of Limited English Proficient (LEP) persons based on four factors:

1. The number or proportion of LEP persons served or encountered in the population served
2. The frequency with which LEP persons come into contact with the program
3. The nature and importance of the program, activity or service provided by the program
4. The resources available and costs

### **Community Engagement & Tribal Consultation Procedures for the Long-Range Statewide Transportation Plan**

The Washington Transportation Plan (WTP) 2035 – Phase 2 will be the federally recognized long-range statewide transportation plan for the State of Washington; and is a blueprint for transportation investment in Washington State. It is built around the state transportation policy goals listed in RCW 47.04.280 (Economic Vitality, Preservation, Safety, Mobility, Environment, and Stewardship). The plan also addresses the planning factors spelled out in federal law, 23 CFR 450.216. The WTP is jointly developed by the Washington State Transportation Commission and WSDOT.

In January 2015 Phase 1 of the WTP was adopted by the Washington Transportation Commission and provides policy guidance and recommendations across all transportation modes and regions in the state.

Phase 2 will, by December 2017, create and submit a federally compliant long range statewide transportation plan that will include a 20 year forecast period for the development and implementation of the state's multimodal transportation system. The plan will integrate multimodal content from federal, state, regional, local, and tribal transportation plans. Visualization techniques will be used to describe the proposed long-range statewide transportation plan and supporting studies.

## **Input prior to development of the Statewide Long-Range Transportation Plan**

The goal of community engagement is to strengthen partnerships to increase credibility, drive priorities and inform decision making. This goal drives development of the Washington Transportation Plan throughout the process, starting with early policy development in Phase 1.

The WSTC performed extensive outreach during the development of the WTP 2035 - Phase 1, which provides a solid starting point for engaging communities during Phase 2. During Phase 1, a steering committee and an advisory group were formed with representatives from WSTC, WSDOT and the MPOs/RTPOs. Both committees have been retained for WTP 2035 - Phase 2 to provide continuity, consistency, and ongoing community engagement guidance.

During development of WTP 2035 - Phase 1, the WSTC engaged communities in a variety of ways such as a series of stakeholder roundtable meetings, open houses, e-mail outreach, and a public comment period. The input gathered during these processes will also guide the development of Phase 2.

WSDOT will also be updating modal plans and will document outreach and comments received for consideration into WTP 2035 - Phase 2. Recommendations from the modal plans will be referenced or incorporated into the Phase 2 update.

## **Input during the development of the Statewide Long Range Transportation Plan**

To ensure continuous collaboration throughout the development of the Phase 2 update, a diverse set of community representatives will be identified and involved; and engagement activities will be targeted to ensure opportunities for meaningful input. Those activities will include:

- Throughout the Long-Range Statewide Transportation Plan process, a webpage will be maintained containing information about the plan including: the current Long-Range Statewide Transportation Plan, informational brochures, display ads, press releases, material distributed at meetings, contact information, and notices about how to request materials in alternative formats.
- A WTP website will be used throughout the process to inform stakeholders about the process and will include links to relevant documents, accessibility information, meeting dates, engagement opportunities, and a schedule of events and deadlines. Information about the WTP Phase 2 will be sent to known distribution lists including, but not limited to, tribes, metropolitan and regional planning agencies, and citizens who have signed up for statewide planning notices through WSDOT's GovDelivery email notification system.
- A concentrated effort will be made to include stakeholders representing the diverse concerns of Washington's communities. This effort will include emphasis on drawing the traditionally underserved stakeholders into the process. Traditionally underserved stakeholders are defined as those belonging to a minority population, those of low income and those with limited English proficiency.

*WSDOT embraces our tribal government-to-government relationships and engages with tribes consistent with our Centennial Accord Plan, Tribal Consultation Protocol, and Communication and Consultation Protocols.*



- Early in the WTP Phase 2 process, community engagement will be sought statewide using the WSTC's Voice of Washington State (VOWS) online survey.
- Targeted outreach is provided to the state's MPOs and RTPOs. WSDOT staff attend MPO and RTPO meetings, which include local elected officials. MPO and RTPO meetings are publicly advertised and offer the opportunity for the public to make comments.
- The nonmetropolitan local official cooperation process and the tribal consultation process will be reviewed and updated if necessary.
- Partnering with other WSDOT modal plan updates. For example, the Public Transportation Division will be doing a roadshow throughout the state to introduce their draft plan. The WTP 2035 Phase 2 update can be incorporated into this outreach.

Throughout the development of WTP 2035 Phase 2, effectiveness of the engagement process will be evaluated and adjusted if necessary.

### **Solicitation of Public Input on the Draft Statewide Long-Range Transportation Plan**

In order to confirm the input received throughout plan development and seek additional feedback, WSDOT will solicit public comments on the draft plan. Special efforts will be made to engage those populations traditionally underserved. The WSDOT will accomplish this outreach effort in the following ways:

- The Department issues news releases through the Communications Division to media statewide including organizations serving minority and low-income populations before and during the public comment period.
- When a draft document becomes available, notification will be made via known distribution lists, by media-release, and on the WSDOT blog, Facebook and Twitter accounts. Announcements will be made by WSDOT staff at meetings with our stakeholders as appropriate.
- The draft WTP 2035 Phase 2 document will be posted on the Department's website and interested parties will be notified of the availability of the document, the timeframe for providing comments, and ways in which they can provide input. A hard copy of the draft will be made available for public review at the Department's headquarters in Olympia, Washington and at each WSDOT region office throughout the state.
- Comments on the draft document will be accepted during a public review and comment period of at least 45 days. Requests for translation of the document into languages other than English will be granted consistent with WSDOT policy and demographic analysis. Written comments will be accepted at any time during the comment period and may be submitted in person, by fax, by mail or by e-mail.



## **Community Engagement & Tribal Consultation Procedures for the Statewide Transportation Improvement Program**

The Statewide Transportation Improvement Program (STIP) is a four-year fiscally constrained prioritized program of projects. The projects have been identified through local, regional and state planning and programming processes as the highest priorities for available funding to preserve and improve the state's transportation network. Federal law requires each state to have a federally approved STIP in order for projects to be authorized for federal funding.

Local agencies are required to develop and adopt six-year transportation programs. All local agencies are required to hold at least one public hearing during the development of the six-year transportation program. Local agencies work through their metropolitan planning or regional transportation planning organizations and county lead agency as appropriate to include projects into their Transportation Improvement Programs (TIPs) and the STIP. Agencies submitting projects to the TIPs for project selection conduct public involvement. In addition, the Governor's Office and the state legislature seek public involvement during all phases of the biennial budget development and approval process.

Tribal Nations are required by federal law to develop a Long Range Transportation Plan and Tribal Transportation Improvement Program (TTIP). TTIPs include all Tribal Transportation Program funded projects programmed for construction in the next 3-5 years and can include other federal, state, county and municipal transportation projects. The Bureau of Indian Affairs (BIA) or the Tribal Nation must solicit public involvement in the development of the long range plan and the TTIP. TTIPs are forwarded to BIA for inclusion in the Tribal Transportation Program Transportation Improvement Program (formerly known as Indian Reservation Road Inventory TIP). TTIPs are integrated into the STIP by the federal contracting agency (BIA or Federal Highways) annually.

In metropolitan areas, each Metropolitan Planning Organization (MPO) develops a federally-required Metropolitan Transportation Plan (MTP) and a Metropolitan Transportation Improvement Program (MTIP). The MTP is a 20-year transportation plan for state highways, county roads, city streets, and tribal roads in the MPO planning area boundary. Plans are required to be updated at least every four years in air quality nonattainment and maintenance areas and at least every five years for the others. MTPs are presented publicly and the community is provided opportunity to participate as per the MPO's public participation process. MTPs are approved by the MPO and then submitted to the Governor, Federal Highway Administration (FHWA), and Federal Transit Administration (FTA) for informational purposes. The MTIP is a four year prioritized listing/program of transportation projects that are consistent with the MTP. Before a project is included in the MTIP, projects are presented publicly and the community is provided opportunity to participate as per the MPO's public participation process. The MTIP includes all federally funded projects and regionally significant projects that are submitted by tribes, cities, counties, the state, and transit providers. MTIPs are approved by the MPO and the Secretary of Transportation as delegated by the Governor and are included in the STIP without change per federal rule (23 CFR 450.216). MPOs may, but are not required to, submit monthly updates to their MTIP for inclusion in the STIP. These are known as TIP amendments.

A Regional Transportation Planning Organization (RTPO) is a state funded, voluntary association of

local governments within a county or contiguous counties that includes membership from cities, counties, WSDOT, tribes, ports, transportation service providers, private employers and others within their organizational boundary. RTPOs were authorized by Washington State's 1990 Growth Management Act to ensure local and regional coordination of transportation planning and to develop a regional transportation plan (RTP) and a six-year transportation improvement program (RTIP) as applicable. RTPOs can cover both urban and rural areas. Based upon agreed procedures, county lead agencies, rural cities, tribes, transit providers and the state can submit federally funded and regionally significant projects directly to WSDOT for inclusion in the STIP or to the RTPOs. Before a project is included in a RTIP, projects are presented publicly and the community is provided opportunity to participate as per the RTPO's public participation process. WSDOT ensures the RTP and the RTIP are consistent with state law. If they are consistent, WSDOT includes the first four years of the RTIP in the STIP without change. RTPOs may, but are not required to, submit monthly updates to their RTIP projects for inclusion in the STIP.

WSDOT encourages community engagement throughout the entire STIP process. The public involvement process for the STIP is as follows:

- Each local agency holds a public hearing on their six-year transportation program.
- Each MPO/RTPO holds a public meeting and/or public forum in August or September of each year. This provides the public with an opportunity to review and comment on the transportation improvement program within the region. The meetings are coordinated with all of the member jurisdictions within the region.
- The Governor's Office and the state legislature seek public involvement during all phases of the biennial budget development and approval process.
- A "draft" STIP is available for public review and comment on WSDOT's website in November. As comments are provided during the 30 day STIP public review and comment period, WSDOT works with the MPOs, RTPOs, county lead agencies and rural cities to support and clarify any concerns and ensure the public participation process at the local, regional and state level was followed and issues addressed. Requests for materials in alternative formats are considered as received and will be granted where reasonable and appropriate consistent with WSDOT's Title VI and limited English proficiency plans. Written comments will be accepted at any time during the comment period and may be submitted in person, by fax, by mail or by e-mail. WSDOT provides a log of comments received and the actions taken as part of the STIP submittal to FHWA and FTA in December.
- After approval by FHWA and FTA, a searchable database of the STIP is created and posted on WSDOT's website.

The annual STIP development process:

1. WSDOT starts coordinating with the Tribal Transportation Program (TTP) Division of Western Federal Lands in July each year to obtain new TTP TIPs for development of the new STIP
2. MPOs submit TIPs to WSDOT by October of each year
3. WSDOT has a 30 day STIP public comment period <http://www.wsdot.wa.gov/LocalPrograms/ProgramMgmt/STIP.htm>
4. WSDOT submits STIP to the Federal Highway Administration (FHWA) and Federal Transit Administration (FTA) by December 25th

5. FHWA and FTA approve STIP within 45 days
6. WSDOT posts approved STIP to WSDOT website within three days of approval <http://www.wsdot.wa.gov/LocalPrograms/ProgramMgmt/STIP.htm>

The STIP amendment process:

1. MPO/RTPO posts amended projects for comment on the web or as described in their Public Participation Plan
2. MPO submits final amendment to WSDOT for inclusion in the STIP
3. WSDOT submits monthly STIP amendment to FHWA and FTA within 14 days
4. FHWA and FTA approve monthly STIP amendment within 14 days

WSDOT posts the approved amended STIP to WSDOT website and FHWA and FTA approval letter within three days of approval. <http://www.wsdot.wa.gov/LocalPrograms/ProgramMgmt/STIP.htm>

Annual STIP Timeline	
Deadline	Description
June 30	Cities and towns six-year transportation programs adopted.
July	Agencies & WSDOT submit projects for inclusion in the STIP to MPO's & RTPO's, as applicable. WSDOT begins working with WFLH to obtain Tribal Transportation Program TIPs.
July 31	Adopted transportation programs due to WSDOT.
August/September	MPOs assemble regional TIPs and prepare analysis for conformity finding (as applicable).
August	WSDOT reviews draft MPO TIPs. As requested WSDOT reviews draft RTPO TIPs, County Lead and city transportation programs.
September 1	Transit agencies six year plans due.
September/October	WSDOT, FHWA and FTA review MTIPs for air quality conformity.
October 15	All MPO and RTPO TIPs due to WSDOT.
November	WSDOT approves MPO TIPs. FHWA and FTA issue Regional Air Quality Conformity finding. Draft STIP available for public review.
December	WSDOT submits the STIP to FHWA and FTA for approval.
December	Counties adopt annual budgets and six-year programs.
January	FHWA and FTA approve the STIP.



## NEXT STEPS

This Community Engagement Plan lays the groundwork for WSDOT to strengthen partnerships to increase credibility, drive priorities and inform decision making. It applies to WSDOT Community Engagement activities “stem-to-stern” from the earliest stages of planning through project and service delivery continuing into maintenance and operations. Strategies contained in this guide can be implemented immediately to increase consent on decisions, improve understanding, and improve public access to information and decision making. This policy document should be used to guide specific plans and detailed guidance. A sample of other WSDOT engagement plans and guidance is provided in Appendix A.

As implementation continues, the effectiveness of this plan and the strategies it contains will be evaluated and updated. The first update is scheduled for Fall 2015. We will continue to engage with partners and communities to assess effectiveness of WSDOT’s engagement policy and will respond to and act on comments and feedback we receive. Individual Community Engagement efforts will continue to assess their processes and recommend areas for improvement or update of the Community Engagement Plan.

Significant updates to the Community Engagement Plan will be available for public review and comment for at least 45 days.



## STRATEGIES THAT SET WSDOT’S DIRECTION

**Results WSDOT is our strategy for moving Washington forward.**

*It combines our strengths with values and goals to ensure WSDOT continues to be innovative, efficient and effective, and trustworthy in serving the needs of our customers.*

**We’ve been engaging people since early spring and will continue to reach out to all transportation interests to understand their priorities for a statewide transportation system. Many of their ideas have been considered and incorporated.**

**Results WSDOT is a continuous process – a roadmap for our future – one in which there will always be room for improvement. As we work to implement and deploy these strategies throughout WSDOT, we will continue to engage our customers and begin to report our progress in the quarterly Gray Notebook. Only by working together will we reach our goals.**







## **BEST PRACTICES FOR INCLUSIVE COMMUNITY ENGAGEMENT**

The following section is intended to be a resource for practitioners to share agency community engagement success stories, lessons learned, and techniques to engage successfully. It is in its earliest stages and will be further expanded in subsequent updates. By sharing these best-practices, we are able to learn from one another and further a best-in-class community engagement culture at WSDOT.

Like Results WSDOT, this Community Engagement Plan is a continuous process. There will always be room to expand and improve as we continue engaging with our customers. Future editions of this plan will include additional success stories, lessons learned, and best practices.

### **State Route 530 Landslide**

#### **Background**

In March 2014, a 10 million cubic yard landslide near Oso, Washington blocked both directions of SR 530, killed 43 people, consumed an entire neighborhood, and blocked the Stillaguamish River. Towns were cut off and the detour added more than two hours and more than 100 miles for commuters, loggers and freight haulers.

WSDOT Communications staffed Emergency Operations Centers in Arlington, Everett and Darrington. WSDOT maintenance crews supported search and rescue efforts while our staff from across the state pitched in to help where possible.



#### **Building a sensitive outreach process**

After major search efforts concluded, WSDOT began work to reconnect the communities of Oso, Arlington and Darrington. We had to approach the families and communities in a sensitive, respectful way to gain their trust. Official search and rescue efforts were stopped while two victims remained missing. While it was important for WSDOT to start our work to clear the road, the desire to find the two missing was the primary priority for many. We heard the sensitivity to this need and built it into not only our outreach goals, but also our processes. Our clearing method included local spotters and our process was cleared by the County Medical Examiner's office. As we prepared to do outreach in each community, our goals were clear:

- No surprises. Involve the families, communities and other stakeholders early and throughout the process.
- Communicate early and often using multiple tools to ensure that impacted communities and commuters got the information they needed to inform their transportation decisions.

- Obtain adequate public input for developing concepts during the planning and design phase of the project.
- Build credibility and trust between WSDOT, impacted families and communities and the public at large.

#### WSDOT's objectives:

- Develop partnerships with local decision makers, community leaders, groups and organizations.
- Provide continued communication and feedback to the public throughout the process.
- Identify and provide engagement opportunities in conjunction with key project milestones and prior to decision-making.
- Solicit meaningful input from affected communities on alternatives and potential effects.
- Listen, educate and inform the public about conditions that affect what options are available for restoring the highway.
- Integrate citizen concerns and needs into the design process.
- Report back to the community on how their feedback has been considered and incorporated into the decision-making process.
- Respond to public inquiries and media in a timely and thorough manner. Identify and resolve challenges in a timely manner.
- Demonstrate empathy, respect and care for the community and those lost.

#### Approach

- WSDOT scheduled separate meetings with families, communities and tribes. Different audiences have different priorities and you must give careful consideration to that during the planning process. Engaging all audiences was key to drive priorities and inform decision making.
- Consistent staffing was used for each meeting to ensure familiarity and personal relationships. Relationships are important as trust is earned over time and it was critical that our agency build trust within the communities.
- Visuals were used to capture technical concepts; and priorities, questions and comments were captured in a visible way and notes from each meeting were posted to the website.
- Listen and act on what you hear. When communities wanted 24/7 access to the maintenance road that was used during search and rescue activities to connect east with west, WSDOT opened it to piloted, one-way traffic. The only other detour option added two hours and 100+ miles to Darrington commuters' lives.
- Work with partners. Snohomish County government agencies attended outreach meetings to share non-SR 530 related information.
- Relationships are crucial. Develop good relationships with key community members and public officials to keep a pulse on rumors, progress and recovery.

Across six months, WSDOT and contractor staff conducted more than 24 meetings with different audiences. The community engagement process took place over four rounds outlined below:

#### **ROUND 1 – Family, community & tribal meetings**

- Listen to and gather priorities, concerns and questions from impacted groups.
- Share information about next steps regarding short term transportation solutions.
- Gather input and inform decisions = responsive, proactive listening

#### **ROUND 2 – Follow-up**

- Confirm what we heard, check back in
- Provide information on what actions we have taken based on what we heard
- Answer questions, report back

#### **ROUND 3 – Provide information on reconstruction**

- Inform and engage communities in next steps towards reconstructing the road.
- Answer questions, get feedback

#### **ROUND 4 – Provide an update on reconstruction**

- Inform and engage communities in progress and final steps towards reconstructing the road.
- Answer questions, get feedback

#### **TARGET AUDIENCE & TOOLS OF THE TRADE**

- Directly affected citizens and families, communities at large, Stillaguamish and Sauk-Suiattle Tribes, elected officials, local transit agencies, school districts, businesses and trucking companies.
- Use every communication tool in the toolbox - meetings, calls, graphics, texts, blogs, website, email update lists and social media. We crafted our messages so that we could re-purpose them for different tools to reach the greatest possible audience.

## BLOG



## twitter



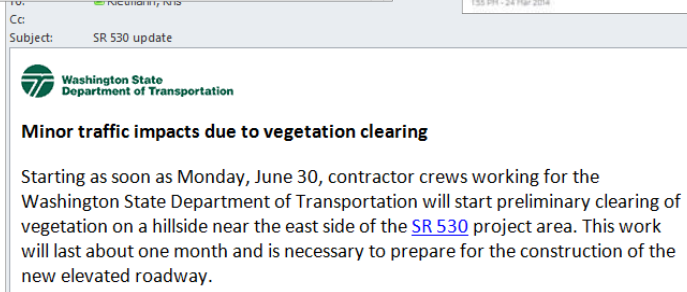
531  
RETWEET

## TEXT

Hi buck, this is Anne with Atkinson again. we opened sr 530 to two-way traffic a little while ago, ahead of schedule. We plan to keep 2-way traffic while building the new road mostly offline except a few times over the summer when we will detour to SCL road. Will keep you updated in advance about those detours. Thanks and enjoy your weekend

10 4 Thanks u to

Text Message Send



## MEASURABLE RESULTS

## GovDelivery

- **“You listened”** - Affected families, communities and tribes saw WSDOT as an agency that listened, and made real changes to construction activities and temporary detour operations based on their feedback.
- **Trust** – Community and family members trust that they will hear information from us first.
- **Positive media coverage** - Dozens of local and national media stories cast WSDOT in a positive light before, during and after construction began.



Local News

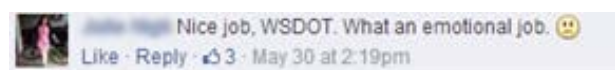
## SR 530 reopens between Arlington and Darrington

"It is a shock to see for the first time and I would not want to be driving it for the first time to see that," said Ann Nemnich, resident.

**An email from a family member:**  
*Should have known you would have thought of everything. Thanks to all for their continued efforts, professionalism and consideration.*



## facebook



## THINK OUTSIDE THE BOX

- It's not your typical project = no ribbon cuttings. WSDOT let 400+ families and community members walk the cleared road. When reconstruction was complete, we worked with families to plant 43 trees to remember their loss.
- Think about milestones from an emotional perspective.
- Check in with local contacts, trusted sources to vet ideas.
- Involve families and communities.

## LESSONS LEARNED

- Be prepared for the time commitment and expect the unexpected.
- Families always hear it from you first.
- Stay away from certain language
  - "Lost everything, closure, I understand ..."
- Staff based on appropriate hard and soft skillsets.
  - Hard skills – clear, empathetic communicators, skilled facilitators, event organizers.
  - Soft skills - you will deal with families on all levels of the grief spectrum. Your meetings will reflect this spectrum.
- Get trained on Incident Command System basics.
- Take care of yourself and your staff.
  - Forms of PTSD are common in first responders post event. Make sure your employees know about employee assistance programs.
  - These events can run 24/7 for multiple days or even weeks. Ensure that both you and your staff get time off to rest. Remember, this is a marathon not a sprint.
- Be a good partner.
- Professionally and personally, it can be one of the most rewarding things you do.

As you prepare to do outreach in any community, give special consideration to:

- Who you are communicating to? What are the audiences' priorities, what are hot buttons within that specific community, what's our general reputation within the community. There's no such thing as too much preparation.
- What you are communicating? Is the topic broad or detailed and quite technical, what are the key messages and what are the objectives for each interaction.
- Where will you do outreach? Consider logistics, transportation time and access, accessibility and what tools you will need to literally set the stage.
- How you go about it and what staff you use to share the message. Is this a public meeting, a more informal open house, etc. Think about the communication tools you have available to do outreach and consider which ones you will use.



- Why you are doing outreach and when/how often do you do it? Consider the strategic touch points and the fact that you are asking people to take time out of their day to engage with you. Make those engagements meaningful and don't waste people's time.

The SR 530 landslide was certainly a unique situation due to the loss of life and the amount of emotion surrounding what happened. Many of the outreach principles we used apply to all situations and can and should be used in every interaction that WSDOT has with the residents that we serve.

## Freighthouse Square Amtrak Train Station

### CHALLENGE

Improving the community sentiment and media coverage of WSDOT's new passenger train station in Tacoma is a major community engagement effort spanning over 18 months. WSDOT is also conducting extensive outreach to elected officials, government agencies and the private sector. Project and community engagement to date has included three phases: station location selection/concept development, preliminary design and final design. A fourth phase of community engagement, construction outreach, is scheduled to begin in December 2015.

### PROJECT BACKGROUND

Freighthouse Square Amtrak Train Station is one of five elements of the Point Defiance Bypass project, which will reroute passenger trains to an existing inland route along the west side of Interstate 5 through south Tacoma, Lakewood, and DuPont. These improvements will help achieve commitments to reduce the travel time between Seattle and Portland and improve reliability for passenger rail service. Currently, passenger trains must slow down due to curves and single-track tunnels on the main line tracks near Point Defiance and along southern Puget Sound.



### INNOVATIVE STRATEGIES

#### *Station Location Phase*

When the reviews in local news stories, blogs, editorials and public comments were unfavorable on the initial design scheme and station location, WSDOT introduced a focused community engagement effort to gain a better understanding of the community's vision for Freighthouse Square and Dome District neighborhood. The first phase of the community engagement effort kicked off with two station conversation meetings, an interactive workshop and a public meeting.

The goals for the station conversation meetings were to foster open dialogue with community members, clearly describe project constraints, hear comments on architectural design elements and describe next steps by the project team. The interactive workshop featured sketches of station location options, describing features, benefits, challenges and guiding principles for each

location. Attendees reviewed sketches pasted on display boards, made written comments and asked questions of the design team. The public meeting focused on the preferred location concept.

During the station location phase, the media coverage and reaction from the community and key stakeholders became more positive as the public, agencies, building owner and elected officials felt more engaged and saw that their ideas were being incorporated into the design concept.



### *Preliminary Design Phase*

The preliminary design phase included eight innovative strategies to engage the community on the design concepts for the passenger rail station. These strategies included:

1. Continue to develop relationship with the local media so that WSDOT became the primary information source.
2. Continue involvement of the city's citizen advisory committee (CAC) through all design phases.
3. Integrate CAC representative into the WSDOT design team activities.
4. Collaborate between WSDOT's design team and city-hired architect.
5. Post updates on WSDOT Rail website with links to presentations and other community outreach materials.
6. Develop and conduct an online survey on the WSDOT Rail website with open-ended questions and demographics.
7. Brief key stakeholders through one-on-one meetings prior to public meeting.
8. Maintain transparency, trust and credibility.

At the public meeting that concluded the preliminary design phase, the perception of the project and WSDOT continued to improve. Participants were well informed of the design concepts prior to the public meeting and there were no surprises. Media coverage stated, "If silence is an indication of affirmation, the once-controversial design process for a new Tacoma Amtrak station passed public muster...." Elected officials and public agency representatives were satisfied with the progress to date.

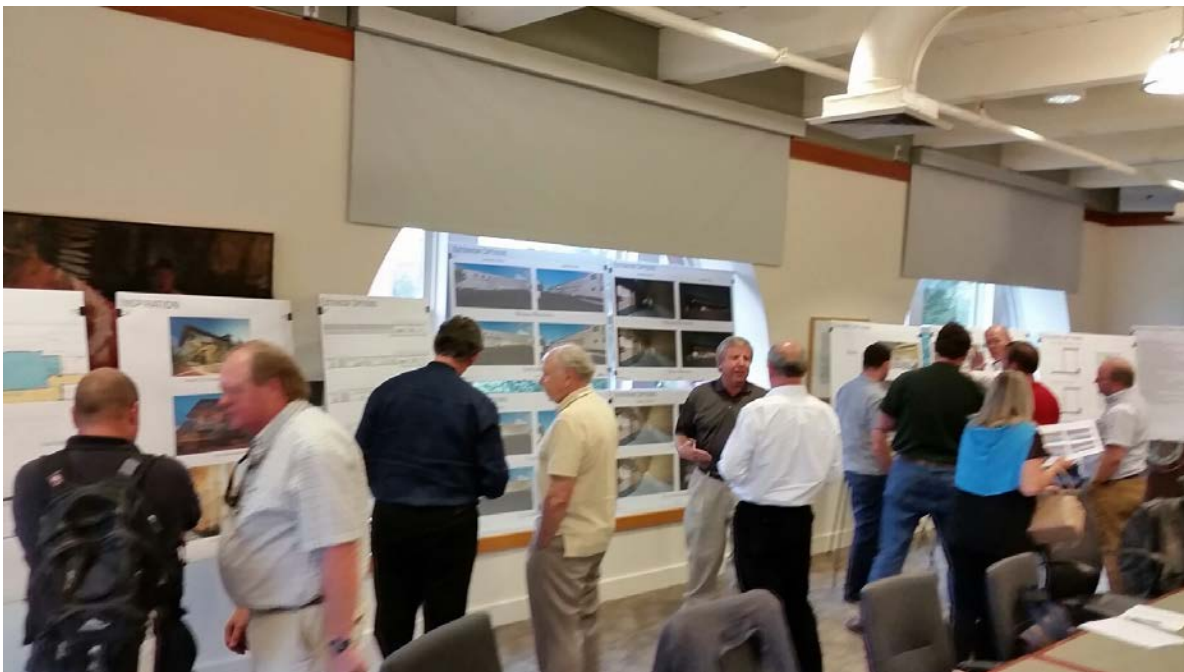


## *Final Design Phase*

Kicking off the second year of a concerted community engagement effort, WSDOT is committed to continuing involvement with stakeholders and keeping the community informed of the project progress. Community members are working with the WSDOT team to refine several station design elements as the project moves toward final design.

To date, WSDOT has met three times with a self-appointed subgroup of the City of Tacoma's citizen advisory committee, keeping them apprised of design progress and working through any challenges. Meetings with the CAC subgroup will continue over the next several months as the final design is developed.

A focused workshop was held to bring the CAC subgroup, city representatives, Amtrak station experts and Sound Transit representatives together to resolve a key design issue related to the station entrance façade. Through group discussion with the WSDOT team, the focused workshop resulted in a design solution with broad buy-in from all parties, allowing the design process to move forward. During this phase, one of the key methods leading to successful communication and support for the project was one-on-one meetings by the WSDOT Rail Division managers and the team's lead architect with the CAC chair and City of Tacoma representative to discuss design issues and principles.



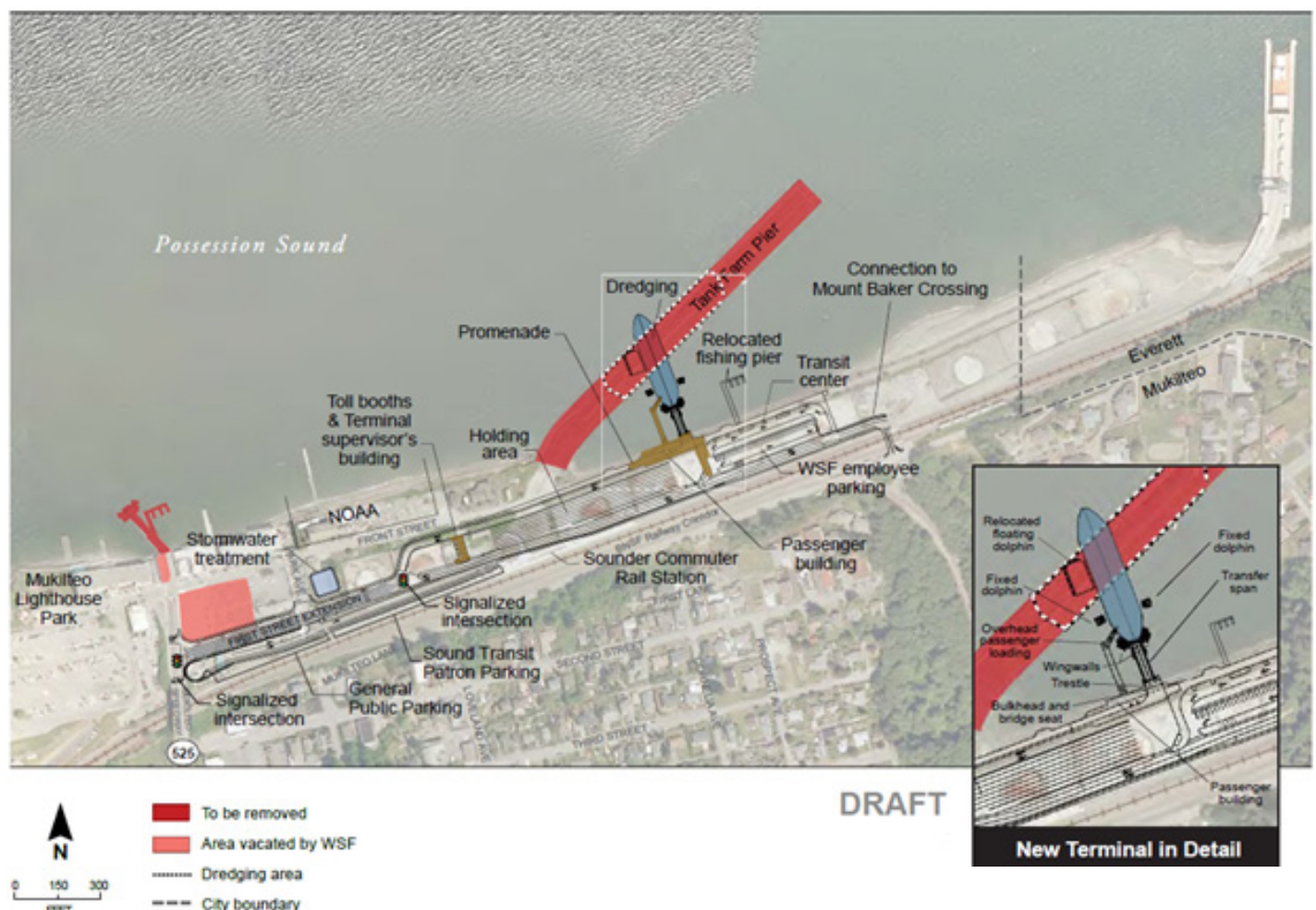


# Tribal Consultation on Mukilteo Multimodal Project

## BACKGROUND

The Washington State Ferries Division (WSF) proposed to relocate the Mukilteo terminal to the former Air Force tank farm property in an effort to reduce congestion and safety concerns; improve operations and efficiency, improve multimodal connections and accommodate growth. The Ferries Division began working on the Mukilteo Multimodal Project in 2002 until it was shelved in 2007. The project was reinitiated in January 2010 and is scheduled to begin construction of Phase I in the of Summer 2015. Both efforts included extensive Tribal Consultation. The summary below focuses on consultation on the reinitiated project.

The location of the project is very significant to Tribes. For centuries, the Mukilteo vicinity was well known as a gathering place for Native Americans. The project site was the location of the signing of the Point Elliott Treaty in 1855. In January 2010, WSF and the Federal Transit Administration (FTA) re-initiated consultation with all eleven Tribes whose ancestors signed the Treaty of Point Elliott: Lummi, Nooksack, Upper Skagit, Swinomish, Samish, Stillaguamish, Tulalip, Sauk-Suiattle, Snoqualmie, and Suquamish Tribes. The Nooksack, Upper Skagit and Muckleshoot Tribes either declined consultation or deferred to other consulting Tribes. WSF and FTA have worked closely with consulting tribes to avoid, minimize and mitigate for effects on cultural resources, habitat, and treaty fishing activities.





## EARLY AND ONGOING CONSULTATION

The project team consulted with Tribes at key project milestones throughout project development. Project documents were distributed for tribal review and comment and engaged in frequent technical and policy level discussions on project elements and report findings. Key milestones included:

- Project scoping
- Purpose and need
- Range of alternatives
- Discipline reports for cultural and environmental resources
- Draft Environmental Impact Statement
- Biological Assessment
- Project design elements
- Memorandum of Agreement under Section 106 of the National Historic Preservation Act
- Government-to-Government agreements with three Tribes related to treaty fishing activities
- Final Environmental Impact Statement
- Joint Aquatic Resources Permit Application

The project team met with Tribes 36 times in a variety of ways including:

- Individual meetings between the Secretary of Transportation and / or Director of Ferries and Tribal Chairs and Councils.
- Individual meetings with technical staff from each consulting tribe. Meetings were held at the Tribal offices.
- Intertribal meetings with tribal leadership and technical staff.



Tribal Canoe Journey Landing at Mukilteo 2007

## **RESOLVING CONCERNS AND THINKING OUTSIDE THE BOX**

It was important to the Tribes, WSF and FTA that the terminal designs reflect the historical and ongoing cultural significance of the site. The project team invited each consulting Tribe to participate on a design committee. We engaged an architectural firm to work with Tribes and identify opportunities to incorporate culturally appropriate elements into our terminal design.

WSF worked with Tribes and other agencies to identify ways to minimize overwater coverage and effects to habitat and treaty fishing activities.

## **ONGOING RELATIONSHIPS**

Our consultation with the Tribes did not stop when we received our environmental permits for the project.

- WSF is working with the four Tribes that have treaty fishing rights in the project area to develop Operations Protocols. The purpose of these protocols is to coordinate WSF vessel and construction activities with tribal fishers.
- Design Team is continuing to meet.
- WSF and tribal cultural resource monitors will be on site during project construction.

It took a significant amount of trust on the part of the Tribes to work with WSF and FTA on the development of a project located on such a significant and sensitive location. Throughout project development we were mindful that our relationships with Tribes go far beyond this individual project. The successful implementation of this project will help foster good relationships as we work together on future projects.

## **Washington State Freight Mobility Plan**

Development of the Washington State Freight Mobility Plan involved an extensive outreach process, in which hundreds of individuals and organizations were invited to provide input and help shape the content and priorities.

To develop the scope of work for the plan, the WSDOT Freight Systems Division worked closely with the Washington State Transportation Commission, and the WSDOT/Metropolitan Planning Organization (MPO)/Regional Transportation Planning Organization (RTPO) Coordinating Committee. In addition, a formal request for input on the scope was sent to all 12 MPOs and 14 RTPOs, five ports and the Washington Public Ports Association (WPPA), all 29 Tribes, the Freight Mobility Strategic Investment Board (FMSIB), and the Washington Trucking Association (WTA).

To ensure that the best available staff and external technical resources were brought to bear on the analytical needs of the Freight Plan and that the priorities and strategies reflect the situation on the ground, the planning process included extensive public outreach. This included the formation and support of technical teams, consultation with the Washington State Freight Advisory Committee, conducting individual customer interviews, and assistance from researchers.

### **Technical Teams**

In 2011, WSDOT convened three Technical Teams to work on the freight plan's three objectives supporting: Global Gateways, Rural Economies, and Urban Goods Movement. Each technical team had over twenty members representing the state's key freight-dependent industry sectors, freight carriers, local governments and ports, environmental organizations, labor, and other organizations.

### **Washington State Freight Advisory Committee**

MAP-21 encourages states "to establish a freight advisory committee consisting of a representative cross-section of public and private sector freight stakeholders, including representatives of ports, shippers, carriers, freight-related associations, the freight industry workforce, the transportation department of the State, and local governments." The Washington State Freight Advisory Committee was established as a standing committee of the Freight Mobility Strategic Investment Board (FMSIB) and consists of members that represent the range of freight modes and other interests across the state.

### **Individual Customer Interviews**

The WSDOT Freight Systems Division conducted approximately 110 interviews between 2011 and 2014. The purpose of these interviews was to identify global or local industry trends that will impact demand on the state's freight system in the future, confirm truck freight performance goals, and build profiles of companies across the state that are reliant on freight.

WSDOT interviewed representatives from:

- Companies in the state's key freight-dependent industry sectors: manufacturing, agribusiness, timber/wood products, construction, retail and wholesale trade.
- Freight transportation carriers.
- Labor and workforce.
- Metropolitan Planning Organizations (MPOs) and Regional Transportation Planning Organizations (RTPOs).

- Ports.
- Tribes.

WSDOT Freight Systems Division conducts customer visits and interviews on an ongoing basis as part of its regular business to discuss issues and priorities; major local, national, and global changes; current WSDOT projects; and freight related research.

### Washington State Freight Mobility Plan Customer Interviews

Ace Hardware	Fast Way Freight	Russell Investments
Allan Brothers Fruit	FedEx Express	Salmon Terminals, Inc.
American Container Transport	Fred Meyer	Shoemaker Manufacturing Company
American Fast Freight	Georgia-Pacific Consumer Products	Signature Transport Inc.
Anderson Hay & Grain Company	Harms Pacific Transport	Sonico Inc.
AREVA	Henningsen Cold Storage	Sweet Clover Produce, LLC
Blue Bird Transfer	Inland Empire Paper Company	Sysco
BP Pipelines	International Longshore and Warehouse Union (ILWU)	Tetra Pak
Cardinal Health	Interstate Distributor Co.	Total Transportation Services
Charlie's Produce	Interstate Wood Products	Tri-Cities Grain
CID Bio-Science	Jensen Distribution Services	Trident Seafoods
Co-Ag	JR Simplot Co.	Twin City Foods
Columbia Colstor	MacMillan Piper	UPS
Con Agra Foods	Mustard Seed	WaferTech
Con-Way Freight	Nintendo	Walmart
Costco	NW Grain Growers	Washington State Farm Bureau
Crown Moving Company	Peirone Produce Company	Wesco International
Darigold	Peninsula Truck Lines, Inc.	Western Distribution Services
Diamond E Transport, LLC	Potlatch Land and Lumber	Window Products DBA Cascade Windows
Eagle Systems	Quincy Foods	Yakima Valley Growers & Shippers Association

### Stakeholder Involvement

Throughout the planning process, WSDOT consulted with transportation stakeholders to hear their perspectives on freight issues and provide updates and information. Together, WSDOT and FMSIB developed a new process to include regional, port, and tribal freight priorities in the State Freight Plan. Policy recommendations were prioritized through WSDOT's work with freight stakeholders, and consideration of recommendations made by the State Freight Advisory Committee. The state's highest priority freight strategies are based on the Freight Mobility Plan's needs analysis, and are grouped into a capital projects list and a set of recommended policy changes.

## **MPO/RTPO**

WSDOT met with all of the state's MPOs and RTPO technical committees to discuss several draft plan deliverables, as well as local freight issues. The primary purpose of these meetings was to provide input on the draft connectivity criteria to determine the state's Truck Freight Economic Corridors and the draft truck freight highway benefit evaluation methodology. Representatives from central and eastern Washington were concerned with rural connectivity especially for agricultural products traveling on highways and county roads, and by short line rail and barge. WSDOT refined the connectivity criteria based on their input, adding seasonality criteria for agriculture production areas and defined agribusiness processing clusters.

## **Ports**

WSDOT also met with the WPPA and five ports (Grays Harbor, Pasco, Seattle, Tacoma, and Vancouver) to discuss the draft deliverables that were presented to the MPO/RTPOs. In Washington State, ports rely on freight rail connections to reach midwest and east coast markets.

## **Rail**

WSDOT conducted extensive customer and public outreach as part of the Washington State Rail Plan. Please refer to the pages 27-30 of the State Rail Plan for a discussion of the key themes that emerged as a part of this outreach process.

Ballard Terminal Railroad	Port of Benton	Port of Vancouver
Boeing	Port of Everett	Port of Walla Walla
Clark County	Port of Grays Harbor	Portland-Vancouver Junction Railroad
Columbia Basin Railroad	Port of Longview	RMI (GE Transportation Systems)
Eastside Freight Railroad	Port of Moses Lake	Royal City
Inland Empire Distribution	Port of Pasco	Tacoma Rail
McGregor Company	Port of Quincy	WA Association of Wheat Growers
Meeker Southern Railroad	Port of Seattle	WA Utilities & Transportation Commission
Mt. Vernon Terminal Railroad	Port of Tacoma	WATCO

## **Tribes**

WSDOT conducted a number of tribal outreach activities throughout the development of the Freight Plan. WSDOT also received and responded to a number of questions about the Freight Plan from Tribal representatives.



**WSDOT Freight Plan Tribal Outreach**

Tribal Outreach Activity	Date
Letter sent to Tribes initiating consultation. Requested nominations for representatives to Advisory Group and Technical Teams to oversee plan development. Requested review and comments on the draft State Freight Mobility Plan Draft Scope of Work and Timeline. Offered to meet with individual Tribes.	April 28, 2011
WSDOT provided a freight plan update at the Washington Indian Transportation Policy Advisory Committee meeting.	November 9, 2011
WSDOT met with Lennea Wolfe, Skokomish Indian Tribe, regarding the State Freight Mobility Plan and connectivity analysis.	January 31, 2012
At the request of Lennea Wolfe, Barbara Ivanov spoke at the Peninsula RTPPO Executive Council Policy meeting to discuss the State Freight Mobility Plan process and deliverables.	February 17, 2012
WSDOT provided a freight plan update at the Washington Indian Transportation Policy Advisory Committee meeting.	September 12, 2012
Presentation at the Affiliated Tribes of Northwest Indians Transportation Symposium	April 17, 2013

2011	2012 (Jan-June)	2012 (July-Dec)	2013 (Jan-June)	2013 (July-Dec)
<b>APRIL</b> 28: Initiated Tribal consultation, requested nominations for representatives to oversee plan development	<b>JANUARY</b> 31: Meeting with Skokomish Indian Tribe	<b>JULY</b> 23: Port of Grays Harbor 26: Farmhouse Gang General Meeting	<b>JANUARY</b> 16: PSRC Special Needs Transportation Subcommittee 23: SEATS Coalition	<b>AUGUST</b> 10: FAST - PSRC Committee Meeting 14: Seattle International Airport 28: Spokane International Airport 29: MPO/RTPO/WSDOT Coordinating Committee Meeting
<b>JUNE</b> 21: Rural Economies Tech Team Meeting #1 23: Urban Goods Tech Team Meeting #1 30: Global Gateways Tech Team Meeting #1	<b>FEBRUARY</b> 17: Peninsula RTPO	<b>AUGUST</b> 16: Lewis Clark Valley MPO; Palouse RTPO 26: Public Transportation Conference	<b>FEBRUARY</b> 12: Regional Freight Mobility Roundtable 14: South King County Mobility Coalition 21: Washington State Transportation Commission	<b>SEPTEMBER</b> 6: Thurston Regional Planning Council 7: Port of Seattle 9: FMSIB Freight Advisory Committee Meeting
<b>AUGUST</b> 17: Global Gateways Tech Team Meeting #2 18: Urban Goods Tech Team Meeting #2 30: Rural Economies Tech Team Meeting #2	<b>MARCH</b> 27: Port of Tacoma	<b>SEPTEMBER</b> 12: Washington Indian Transportation Policy Advisory Committee	<b>MARCH</b> 7: State Rail Plan Advisory Committee Meeting; Spokane Regional Transportation Council 14: FMSIB Freight Advisory Committee	<b>11: PSRC Freight Advisory Committee Meeting</b> 17: Seattle Freight Advisory Board Meeting 25: Northeast Washington (NEW) RTPO 26: QUADCO Council Meeting 27: King County International Airport/Boeing Field 30: Regional Rail Workshop
<b>SEPTEMBER</b> 20: Global Gateways Tech Team Meeting #3	<b>APRIL</b> 5: Port of Seattle 11: Puget Sound Regional Council 17: Southwest Washington RTC; Port of Vancouver 26: Thurston Regional Planning Council	<b>13: WPPA Transportation &amp; Infrastructure Seminar</b> 19: Joint Meeting of OR and WA Transportation Commissions 20: Urban Region and Modal Planning Managers Meeting 25: Rail Plan Stakeholder Advisory Committee Meeting #1	<b>APRIL</b> 2: WPPA Rail Planning Workshop 5: PSRC Freight Roundtable 14: Transportation Club of Tacoma 17: Affiliated Tribes of Northwest Indians Transportation Symposium 23: Washington Indian Transportation Policy Advisory Committee	<b>OCTOBER</b> 4: PSRC Regional Freight Roundtable 9: FAST Freight Advisory Committee Meeting 15: SCAT Board 17: IMTC
<b>NOVEMBER</b> 9: Washington Indian Transportation Policy Advisory Committee	<b>MAY</b> 3: Skagit/Island RTPO 8: Quad-County RTPO 9: Wenatchee Valley Transportation Council 10: Yakima Valley Conference of Governments 17: Whatcom Council of Governments; Urban Regional and Modal Planning Managers Meeting 21: Freight Plan Oversight Committee Meeting 22: MPO/RTPO/WSDOT Coordinating Committee 24: Cowlitz-Wahkiakum COG	<b>OCTOBER</b> 18: International Mobility Trade Corridor Steering Committee 30: Spokane State Rail Plan Workshop (Public) 31: Seattle State Rail Plan Workshop (Public)	<b>MAY</b> 13: FMSIB Freight Advisory Committee 22: SEATS Coalition 30: Washington State Rail Plan Regional Workshop	<b>NOVEMBER</b> 6: Regional Access Mobility Partnership 13: State Rail Plan Open House 15: PNWER Transportation Working Group 19: SCAT Board 19: Tacoma Propeller
	<b>JUNE</b> 6: Port of Pasco; Oregon Passenger Rail EIS Project 7: Benton-Franklin COG 26: Spokane Regional Transportation Council 27: Northeast Washington RTPO 28: Washington Public Ports Association; Urban Region and Modal Planning Managers Meeting	<b>NOVEMBER</b> 14: Joint Transportation Committee 16: PNWER Economic Leadership Forum 20: Urban Region and Modal Planning Managers Meeting 29: State Rail Plan Workshop	<b>JUNE</b> 4: Port of Vancouver 17: FMSIB Freight Advisory Committee 21: Farmhouse Gang General Meeting	<b>DECEMBER</b> 6: FMSIB Meeting
		<b>DECEMBER</b> 8: All Aboard Washington Briefing	<b>JANUARY</b> 30: Transportation Improvement Board (TIB)	<b>JULY</b> 24: Freight Plan Public Meeting #1 in Spokane
			<b>MAY</b> 17: WAFAC – Washington State Freight Trends and Policy Recommendations Published	<b>AUGUST</b> 1: Freight Plan Public Meeting #2 in Seattle

**Stakeholder and Public Outreach**  
WSDOT conferred with hundreds of freight stakeholders and the public in face-to-face meetings during the development of this Plan. This graphic displays the timeline and variety of outreach that was conducted as part of the planning process.

**Key to Stakeholder Groups:**  
MPOs/RTPOs  
Ports  
Freight Plan Technical Teams  
FMSIB Freight Advisory Committee  
Freight Plan Public Meeting

**Tribes**  
Rail Plan

## SR 520 – Building public consensus for a transportation mega-project

State Route 520 is a vital highway corridor serving Washington state's most populous and economically vibrant region. The 12.8-mile highway connects the state's largest city – Seattle – with rapidly growing cities east of Lake Washington and the many global, high-technology companies based on the Eastside. SR 520, one of only two highways that cross Lake Washington, includes the world's longest floating bridge. The highway's floating bridge and its fixed-column bridges, all opened in 1963, are structurally vulnerable. They don't meet modern design standards and could fail in a strong earthquake or windstorm. Moreover, with four lanes and no shoulders for disabled vehicles, the existing highway is heavily congested during peak commuting hours.

Beginning in the 1990s, WSDOT, together with federal, state and local officials, community and business leaders, Native American tribes, environmental groups, neighborhood councils, and interested citizens, began to evaluate the aging SR 520 corridor and its place in the region's transportation future. The community and stakeholder interaction that followed, over a span of some 15 years, ultimately shaped the design of the new SR 520 and the launch of new corridor construction in 2011. The start of construction, however, did not end WSDOT's public outreach. The department continues with a concerted public dialogue on the design of not-yet-funded corridor improvements. At the same time, WSDOT is continuously working to keep people informed about ongoing SR 520 construction activity.

For WSDOT's team on the SR 520 Bridge Replacement and HOV Program, project success is heavily determined by three critical aspects of effective community interaction: listening, conversing, and informing.

### Listening to the Public

SR 520 lies in a diverse, densely populated, highly developed metropolitan area. The corridor also contains extensive green spaces – wetlands, lakes, wildlife habitat, salmon streams, parks and public trails. Early on, WSDOT understood that any changes made to SR 520 would require broad public support on the basic concept and design of those changes. And that meant, up front, listening to public concerns and interests.

The Trans-Lake Study, created by the Legislature in 1997 to study options for improved travel across Lake Washington, started the listening process. Over a three-year period, WSDOT and a 47-member advisory committee heard from the community on what options would best serve the region's needs. During the initial scoping process, dozens of public meetings and community briefings were held to share information and gather input; newsletters from WSDOT, as well as community and city-sponsored newsletters, were distributed to thousands of recipients; and a project website and hotline were set up. A wide range of options were



considered in this early stage of project planning, including:

- replacing the existing bridge with either a new four-, six-, or eight-lane structure, and depending on the final lane configuration, adding new amenities such as a transit/HOV lane and a bicycle/pedestrian path..
- a new north-lake bridge between I-5 and I-405 through Sand Point and Kirkland.
- a cross-lake tunnel.
- cross-lake ferry service.
- increased high-capacity transit.
- a no-build alternative.

Later, a series of community design charrettes and public workshops provided additional opportunities for public comment and helped to narrow the choices: build nothing; or build a new 520 replacement bridge to meet modern safety standards, with four lanes, six lanes, or eight travel lanes and a bicycle/pedestrian path. This condensed set of options allowed WSDOT to move into the environmental analysis of these build and no-build options.

### Conversing with the Public

As WSDOT began development of an environmental impact statement on the previously narrowed options for improving SR 520, the next critical step was to share information on those options and hold an open, sustained community conversation about the best path forward. Hundreds of



community meetings, public hearings and open houses were held. Hundreds of people gave direct testimony, while thousands more submitted written comments. WSDOT also held informal drop-in sessions at local libraries, coffee shops, community colleges and other locations to share information about the proposed project options.

In addition, WSDOT conducted Environmental Justice analysis to determine which languages were most prevalent in the SR 520 corridor and surrounding area so that we could foster engagement from people with limited proficiency in English, as well as outreach to minority and low-income populations. These outreach efforts included hosting neighborhood meetings (with

translated materials and sometimes with translators); providing translated print and Web-based materials; staffing booths with translators at ethnic events and neighborhood gatherings such as the International District Street Fair and the Dia de los Muertos festival; and staffing information booths at key corridor employment centers such as University Hospital and Microsoft .

WSDOT also maintained extensive interaction with seven tribal governments, local jurisdictions along the corridor, stakeholder agencies, and the Legislature. Several legislatively directed design work groups ultimately brought final form, in 2010, to the scope of an improved, six-lane corridor for SR 520. With broad public support on the plan for improving the highway, construction of the corridor's 2.3-mile segment on the Eastside began in spring 2011, and later that year, pontoon



construction began for the new floating bridge.

Concerted communication with the public did not end there, however. WSDOT continued working with regional agencies, local municipalities, the University of Washington, neighborhood groups and others on corridor-design refinements and transit connections. One noteworthy effort was the Seattle Community Design Process in 2010-2011, in which WSDOT and the city of Seattle collaborated to shape the preliminary design concept for planned but still unfunded corridor improvements between I-5 and Lake Washington. That effort's final report included more than 1,600 public comments. The cooperative work of WSDOT and the city continued in 2014, resulting in final design concepts for the "Rest of the West" segment being presented to the 2015 Legislature.

## Informing the Public

With SR 520 construction underway on all but the unfunded west side segments in Seattle, WSDOT continues to have vigorous communications with the public. A key goal in the construction phase is keeping communities and neighborhoods within the corridor well informed about WSDOT's work and any impacts construction might have on the public. "No surprises" for the community is a WSDOT credo.

The SR 520 team conducts public outreach and provides construction-related information through a variety of tools, including:

- Giving briefings and presentations to neighborhood organizations and community groups.
- Sending weekly construction updates, via email, to more than 11,000 subscribers within the SR 520 corridor.
- Informing the public of upcoming construction activity and planned highway restrictions through a combination of website postings, media outreach, subscriber emails, direct mail, and neighborhood fliers.
- Hosting public meetings and events to inform the public of major construction work or share information on key decision points.
- Providing public tours of corridor construction sites.
- Responding to phone calls and email inquiries in a timely manner.
- Staffing a 24-hour construction hotline to promptly address urgent problems or concerns.
- Attending community fairs and festivals to provide information on corridor construction.





## **Commitment to Public Engagement**

As shown in the “listening, conversing, and informing” sections above, the SR 520 Program has utilized different public engagement tools at each stage of planning, design and construction to ensure that interested parties could engage, provide feedback, and ultimately stay informed as construction progresses through the corridor. From the early planning days of determining whether and what facility should be built, to the design phase where corridor users and neighbors were engaged in finer details of the new structures, to ensuring that people are well aware of construction impacts, the SR 520 Program has shown its ongoing commitment to public engagement. We look forward to opening the new floating bridge in 2016 and sharing this momentous event with the thousands of people who have been involved in the bridge’s development over many years.

## APPENDIX A: Resources

### WSDOT - Title VI

Program website: <http://www.wsdot.wa.gov/EqualOpportunity/InternalCivilRights/titlevi.htm>

#### **WSDOT's FHWA Title VI Accomplishments and Update Report FFY 2013:**

<http://www.wsdot.wa.gov/NR/rdonlyres/74D3219D-312C-47BD-8981-1AC4AFB9DEDF/0/TitleVI2013FHWAAccomplishmentsReport.pdf>

**Title VI Plan:** <http://www.wsdot.wa.gov/NR/rdonlyres/66E36A90-B067-45C7-BA18-FC5502FF7E59/0/2001TitleVIPlan.pdf>

**LEP Plan:** <http://www.wsdot.wa.gov/NR/rdonlyres/520580DF-C463-4870-8E03-D7E4536132FB/0/LEPPlan.pdf>

**Environmental Justice:** <http://www.wsdot.wa.gov/Environment/EJ/EnviroJustice.htm>

<http://www.wsdot.wa.gov/Environment/EJ/default.htm>

### WSDOT Tribal Liaison

Program website: <http://www.wsdot.wa.gov/tribal/>

Centennial Accord Plan: [http://www.wsdot.wa.gov/tribal/centennial\\_accord](http://www.wsdot.wa.gov/tribal/centennial_accord)

**WSDOT Tribal Communication and Consultation Protocols for Statewide Policy Issues:** [http://www.wsdot.wa.gov/NR/rdonlyres/CD65B79A-24AD-49D0-AB2C-3DB5E40F2FE7/0/WSDOT\\_TribalCommunicationandConsultationProtocolsforStatewidePolicyIssues.pdf](http://www.wsdot.wa.gov/NR/rdonlyres/CD65B79A-24AD-49D0-AB2C-3DB5E40F2FE7/0/WSDOT_TribalCommunicationandConsultationProtocolsforStatewidePolicyIssues.pdf)

### Communications at WSDOT

<http://www.wsdot.wa.gov/Communications/>

### WSDOT Publications Services Index

<http://www.wsdot.wa.gov/Publications/Manuals/index.htm>

Guidance for Community Engagement is included in many such manuals for design, development services, environmental and local agency guidelines.

## APPENDIX B

### 23 CFR 450.210

(a) In carrying out the statewide transportation planning process, including development of the long-range statewide transportation plan and the STIP, the State shall develop and use a documented public involvement process that provides opportunities for public review and comment at key decision points.

(1) The State's public involvement process at a minimum shall:

(i) Establish early and continuous public involvement opportunities that provide timely information about transportation issues and decisionmaking processes to citizens, affected public agencies, representatives of public transportation employees, freight shippers, private providers of transportation, representatives of users of public transportation, representatives of users of pedestrian walkways and bicycle transportation facilities, representatives of the disabled, providers of freight transportation services, and other interested parties;

(ii) Provide reasonable public access to technical and policy information used in the development of the long-range statewide transportation plan and the STIP;

(iii) Provide adequate public notice of public involvement activities and time for public review and comment at key decision points, including but not limited to a reasonable opportunity to comment on the proposed long-range statewide transportation plan and STIP;

(iv) To the maximum extent practicable, ensure that public meetings are held at convenient and accessible locations and times;

(v) To the maximum extent practicable, use visualization techniques to describe the proposed long-range statewide transportation plan and supporting studies;

(vi) To the maximum extent practicable, make public information available in electronically accessible format and means, such as the World Wide Web, as appropriate to afford reasonable opportunity for consideration of public information;

(vii) Demonstrate explicit consideration and response to public input during the development of the long-range statewide transportation plan and STIP;

(viii) Include a process for seeking out and considering the needs of those traditionally underserved by existing transportation systems, such as low-income and minority households, who may face challenges accessing employment and other services; and

(ix) Provide for the periodic review of the effectiveness of the public involvement process to ensure that the process provides full and open access to all interested parties and revise the process, as appropriate.

(2) The State shall provide for public comment on existing and proposed processes for public involvement in the development of the long-range statewide transportation plan and the STIP. At a minimum, the State shall allow 45 calendar days for public review and written comment before the procedures and any major revisions to existing procedures are adopted. The State shall provide copies of the approved public involvement process document(s) to the FHWA and the FTA for informational purposes.